



Career Navigation

Interviewing

dcgoodwill.org



Interviewing

- Think like an employer. Focus on **their** needs, not yours. (*Who would **you** want to hire for the job?*)
- Make a great impression! (In-person or video).
- Prepare! Anticipate questions you will be asked, practice your responses, and write a few questions you would like to ask.
- Use the Situation/Action/Results (SAR) technique.
- Speak positively about your work experiences.

Interviewing

Here are some common questions

1. *Tell me about yourself.*
2. *What are your strengths?*
3. *What are your weaknesses or areas for development?*
4. *Tell me about a time you had to deal with conflict in the workplace.*
5. *What excites you about this job/employer?*
6. *Do you have any questions for me?*

“Tell Me About Yourself”

Simplify and summarize your experience for this “big picture” question. Think about the job description for the position you are seeking to determine the most relevant details. Include transferable skills in your responses.

“Tell Me About Yourself”

Include 3 main areas:

1. Education.
2. Experience – share a little about your work or volunteer experience
3. Adjectives – share some adjectives or phrases that describe you, your core values, or things you are really good at.

“Tell Me About Yourself”

- *I'm NAME and I'm very excited about using my skills and experience in energy and construction field. I've 10+ years of experience in construction as well as a CDL license and feel strongly my energy, strong work ethic, and dedication will be a great fit in this field.*

“Tell Me About Yourself”

I started working at 7-11 as a cashier while still in high school. After graduation I was promoted to assistant manager and have thrived in the fast-paced environment. I take pride in learning the names of our ‘regulars’ and getting their coffee ready before they ask! I believe in teamwork and positive communication. My skills and talents would be a great fit at Goodwill Hospitality as a housekeeper.

“Tell Me About Yourself”

I'm NAME and I'm a recent graduate of the Goodwill Hospitality Training Program. I've earned certifications in Front Desk, Customer Service, ServSafe Alcohol and ServSafe Food Managers. I am very excited about using my skills and experience in the hospitality field. I've 10+ years of experience in retail and food service and feel strongly my focus on hospitality, dedication and strong work ethic, and dedication will be a great fit in this field.

■ "Tell me about yourself."

Let's take a few minutes and draft **YOUR** "tell me about yourself."

This is also called a **30 second elevator speech.**

Interviewing – It's all about what you can do for the employer!

Interviewing is all about representing you at your best! An employer's impressions may be based on the way you dress, your body language, what you say, the way you say it and many other factors.

How do you feel about Interviewing?

■ Interviewing – It's all about what you can do for the employer!

- *At its best, an interview is an in-depth conversation that allows you to learn much more about the job and company. The conversation is natural and helps you to see if you “fit” for the company’s culture.*

■ Interviewing – It's all about what you can do for the employer!

- *At its worst, job seekers feel intimidated and say what they think an interviewer wants to hear, tells them too much, or even misrepresent themselves.*

Think like an Employer

The employer wants to know that you are interested in the job itself, understand what is required of the job and have successfully done similar work.

*Remember: Future employees should demonstrate that they want to make their future employers' lives easier by being a **great** employee.*

Video Interviewing

Many recruiters and managers are using video interviews these days.

How are video interviews different from in-person interviews?

Video Interviewing

Prepare your space and practice

- *Choose a neutral background with good lighting.*
- *Strategically place the camera to avoid unflattering angles.*
- *Eliminate background noise and other distractions.*
- *Practice talking to the camera and maintaining eye-contact.*

Video Interviewing

During the interview

- *Remain engaged and attentive while the interviewer is talking. (Don't multi-task!)*
- *Mute notifications on your phone and computer to eliminate distractions.*
- *Prepare relevant, job-related questions in advance.*

In-person Interviewing

If asked to meet with an employer for an in-person interview, the protocols may be a little different.

Given our current concerns about Covid, what might you prepare to do differently for an In-person Interview?

■ In-person Interviewing

Introductions

- *In lieu of shaking hands, you may verbally introduce yourself – perhaps bowing your head, giving the fist bump, or elbow bump?*
- *Maintain the recommended social distance, and adjust your speaking volume accordingly.*
- *Refrain from touching surfaces and your face.*
- *Cover your mouth and nose if you must cough/sneeze.*

In-person Interviewing

During the interview

- *Keep your cell phone off.*
- *Remain engaged and attentive while the interviewer is talking.*
- *Prepare relevant, job-related questions.*

Common Questions...

■ “What are your strengths?”

Think about the special abilities or passion you bring to this job and employer? Avoid vague responses, such as, “I love this kind of work” or “I love helping people”.

- Be sure to identify a personal connection to the job
- Give examples
- Use SAR (Situation, Action, Result) to tell the story

“What are your strengths?”

*“I take my job as an Uber Eats driver **seriously and take pride in fast and accurate deliveries.** For example, last week I was working super late and had an unusual order from a new customer. I triplechecked with dispatch and triple checked the order before I left the restaurant. I was really glad I did as the customer challenged me on the accuracy of the order. It was accurate! He gave me a big tip and a 5 star review. No matter the job, I want to do it right.*”

“What are your weaknesses or areas for development?”

Think about a skill or ability you are currently improving upon. Don't play games by saying, “I am a perfectionist” or “I only type 100 WPM and I want to be able to type 125 WPM.”

“What are your weaknesses or areas for development?”

“At times, I become so focused on the details of my work that I disconnect with what is happening around me. I realize that this makes me appear detached and rude, so I have made a conscious effort to engage with my co-workers so that they do not misinterpret my behavior.”

“What are your weaknesses or areas for development?”

“I’m so nervous when I speak in public – even in class. But I want to get better! So I asked the teacher to call on me more in class and correct my pronunciation. I’m getting stronger and a little more confident. My classmates told me I sound good. I’m practicing!!!”

“Tell me about a time you had to deal with conflict in the workplace.”

Think about a conflict caused by another employee, preferably not a member of the management team.

Focus on the behaviors and specific details relating to the conflict without personalizing the situation or attacking the other person.

“Tell me about a time you had to deal with conflict in the workplace.”

“ While working in the warehouse at ABC Company, one member of the team starting yelling at me because I wasn’t doing things the way he wanted me to do them. At first, I was upset that he was yelling at me in front of everyone else, but then I took a few deep breaths and asked him to explain why he was so mad. It turns out that he had been out sick the previous week and wasn’t updated on some changes. Once we figured out what had happened, he calmed down, apologized and shook my hand. Although it startled me at first, I was glad to have the situation resolved.”

“Tell me about a time you showed excellent customer service.”

“ While working at Taco Bell as a cashier, I had a very unhappy customer because he had gotten the wrong order. He was yelling at me in front of everyone and it made me very nervous. I asked him to slow down and explain it in a quieter voice so I could understand. Then I apologized, got him his correct order – and gave him a free drink. Once he saw I was listening and taking care of things, he calmed down and was happy.”

“Why do you want to work for us?” (What excites you about this job/employer?)

Even if this is not your dream job, identify a few reasons that you are eager to work for the prospective employer. Perhaps you have had positive experiences as a customer? Maybe they sell a line of products you love?

Do some research and find something about them that interests you.

■ **“Why do want to work for _____?”**

“I am excited about working for ABC Company because I love the variety of plant-based products you offer. I have eaten them for years, so it would be very easy for me to promote and represent your brand. ”

“What questions do you have for me?”

- What skills and attributes does your company value most?
- Tell me about one of your top performers, what do they do differently? (I want to learn from THEM.)
- Could you describe a typical day or week in this position?
- Tell me about your career at <Company’s Name>? What have you enjoyed most?

At the end of the interview....

Sometimes employers extend an offer on the spot. If so, be sure to express your gratitude and then verify the details (start date, hourly rate, schedule, etc.)

If an offer is not made on the spot, express your interest in the position and thank the interviewer for their time.

Ask about “next steps” and the best way to follow up with the interviewer.

■ Say Thank You

Take a quick moment and send a thank you email. Make it SHORT and SWEET.

“Thank you so much for meeting with me today. I really enjoyed our conversation and learning more about _____ . With my skills and energy, I know I’ll be a great fit for the _____ . I look forward to hearing from you.”

Interviewing - Activity

Choose a question and practice your response.

1. *Tell me about yourself.*
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Interviewing - Activity

https://www.youtube.com/watch?v=DHDrj0_bMQ0

Interviewing – Summary

- *Review the job description, anticipate questions you may be asked, practice your responses.*
- *Write a few questions you could ask the employer.*
- *Review your resume to make sure you can provide details and specific work examples relating to the information you have on it.*
- *Utilize online resources to identify typical interview questions for different industries.*
- *Maintain contact with Goodwill of Greater Washington (don't ghost us!)*

Goodwill

Greater Washington



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